



COUNTY OF SAN DIEGO

**Great Government Through the General Management System – Quality, Timeliness, Value**  
DEPARTMENT OF HUMAN RESOURCES

CLASS SPECIFICATION

CLASSIFIED

INTERMEDIATE CLERK- CONFIDENTIAL

Class No. 002763

■ CLASSIFICATION PURPOSE

To perform a wide variety of clerical and typing/keyboarding tasks; and to perform related clerical work as required.

■ DISTINGUISHING CHARACTERISTICS

Intermediate Clerk-Confidential positions are found only in the Chief Administrative Office and the Human Resources Department. This is the journey-level class in this series. Under general supervision, incumbents are fully skilled clerical workers performing a wide variety of average difficulty clerical work. Incumbents are privy to highly confidential and sensitive information on internal county matters pertaining to decision making processes affecting labor relations and/or personnel and employment related transactions. This class differs from the next higher class, Senior Clerk-Confidential, in that the latter is a first-line supervisor in large clerical units and performs the most difficult or technical clerical assignments requiring thorough knowledge of a department's operating policy and procedures.

■ FUNCTIONS

**The examples of functions listed in the class specification(s) are representative but not necessarily exhaustive or descriptive of any one position in the class(es). Management is not precluded from assigning other related functions not listed herein if such functions are a logical assignment for the position.**

Essential Functions:

1. Types correspondence, reports, forms, requisitions, and documents from rough draft, marginal notes, and oral instruction.
2. Summarizes materials for indexing.
3. Compiles, posts and maintains records and data.
4. Performs filing in a wide variety of record keeping systems.
5. Retrieves information from a computerized record keeping system.
6. Operates office equipment.
7. Proofreads, checks and compares data for accuracy and completeness.
8. Collects fees and issues permits, licenses, notices, and bills.
9. Screens phone calls and answers inquiries regarding county services and general departmental policy and procedures.
10. Serves as a receptionist providing information to the public.
11. Helps train subordinate personnel.
12. Purges files periodically; boxes files/records and sends to storage.
13. Inventories supplies and orders/reorders.
14. Unpacks office supplies and equipment and stocks cabinets, shelves or other similar storage areas.
15. Moves light office equipment, files, boxes and materials.
16. Performs office housekeeping duties to ensure a safe and efficient work environment.

## ■ KNOWLEDGE, SKILLS AND ABILITIES

### Knowledge of:

- 
- Standard typing layouts and formats.
- Business English including spelling, grammar and punctuation.
- Word processing and computer equipment.
- Telephone, office, and online etiquette.
- County customer service objectives and strategies.
- Alphabetic, numeric, subject and chronological indexing and filing procedures.
- Arithmetic and business math.
- Modern clerical, and office procedures.

### Skills and Abilities to:

- Input and retrieve information stored in a computerized record system.
- Type with speed and accuracy.
- Draft routine correspondence.
- Read and follow equipment operation manuals and department directives and procedures.
- Distinguish importance of tasks and complete work in proper sequence.
- Operate standard office equipment including computers, photocopiers, and calculators.
- Coordinate work with co-workers to meet production deadlines.
- Retrieve, store and purge information in a wide variety of filing systems.
- Sort and classify information.
- Compile, check, and verify information for accuracy and completeness.
- Update and maintain records, logs, rosters and registers.
- Read, understand and follow oral and written instructions and procedures.
- Sort and route incoming and outgoing mail.
- Read simple charts, schedules and tables.
- Proofread information for conformance with standard typing layouts.
- Communicate effectively with a variety of individuals representing diverse cultures and backgrounds and function calmly in challenging situations, which require a high degree of sensitivity, tact and diplomacy.
- Treat County employees, representatives of outside agencies and members of the public with courtesy and respect.
- Provide prompt, efficient and responsive service.
- Exercise appropriate judgment in answering questions and releasing information; analyze and project consequences of decisions and/or recommendations.

## ■ EDUCATION/EXPERIENCE

Education, training, and/or experience that demonstrate possession of the knowledge, skills and abilities listed above. Examples of qualifying education/experience are:

1. Recent completion of a clerical/secretarial curriculum from a community college, OR
2. One (1) year of experience as a Junior Clerk in the County of San Diego, OR
3. One (1) year of recent full time clerical experience in an office performing routine clerical duties.

## ■ ESSENTIAL PHYSICAL CHARACTERISTICS

**The physical characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of the classification(s). Reasonable accommodation may be made to enable an individual with qualified disabilities to perform the essential functions of a job, on a case-by-case basis.**

Continuous upward and downward flexion of the neck. Frequent: standing, sitting, bending and stooping, twisting of waist, side-to-side turning of neck; fine finger dexterity to operate keyboards and writing materials. Occasional: grasping, pushing, pulling and reaching above and below shoulder level. May occasionally lift and/or carry up to 50 lbs.

## ■ SPECIAL NOTES, LICENSES, OR REQUIREMENTS

May be a member of a team/department with responsibility for sponsorship of Enterprise Resource Planning (ERP) software applications in support of countywide operations of: human resource management; time keeping and reporting; payroll; accounts payable; and accounts receivable.

License

Some positions require possession of a valid California Class C driver's license in order to operate a County vehicle.

Certification/Registration

None required.

Working Conditions

Office environment; exposure to computer screens.

Background Investigation

Must have a reputation for honesty and trustworthiness. Misdemeanor and/or felony convictions may be disqualifying depending on type, number, severity, and recency. Prior to appointment, candidates will be subject to a background investigation.

Probationary Period

Incumbents appointed to permanent positions in this class shall serve a probationary period of 12 months (Civil Service Rule 4.2.5).

**New: June 25, 1982**  
**Revised: February 14, 2001**  
**Revised: May 02, 2003**  
**Revised: June 15, 2004**  
**Revised: July 31, 2006**